

**RECEIVED
CENTRAL FAX CENTER****AUG 18 2008**In the claims:

For the Examiner's convenience, all pending claims are presented below with changes shown in accordance with the mandatory amendment format.

1. (Previously Presented) A method, comprising:
providing a digital assistant having an event detector and an agent selector;
receiving by the event detector information of an event from an information provider;
determining by the event detector a level of importance of the event relative to a user of the digital assistant;
weighing by the agent selector the level of importance of contacting the user of the digital assistant against an intrusion to the user if the digital assistant handles the event itself, wherein the level of importance of the event and the intrusion to the user is determined by rules specified by user preferences in profile information defined by the user;
handling, by the digital assistant, the event without contacting the user if the level of importance of the event is greater than or equal to a first threshold and less than or equal to a second threshold, the handling including the digital assistant using profile information of the user of the digital assistant, rules set by the user, technological obstacles, geographical obstacles, and any other previously attempted contacts to determine whether to contact someone associated with the event and who to contact associated with the event, in order to resolve the event;
the agent selector searching the user preferences in profile information, calculating geographic coverage and network limitations for determining a preferred mechanism to contact the user in order for the user to resolve the event if the level of importance is greater than the second threshold; and

Docket No. 4219765X
Application No. 09/895,557

-2-

contacting, by the digital assistant, the user.

2. (Previously Presented) The method of claim 1, wherein determining the level of importance of the event comprises comparing the subject of the event to a list of subjects of interest to the user.
3. (Previously Presented) The method of claim 1, wherein determining the level of importance of the event comprises referring to information concerning the timing of activities in which at least one person is engaged or will be engaged provided by a calendar.
4. (Previously Presented) The method of claim 1, wherein determining the level of importance of the event comprises referring to information concerning the location of activities in which at least one person is engaged or will be engaged provided by a calendar.
5. (Previously Presented) The method of claim 1, wherein determining the level of importance of the event comprises referring to information concerning the location of activities in which at least one person is engaged or will be engaged provided by a device carried by said at least one person supplying information concerning said at least one person's current whereabouts.
6. (Previously Presented) The method of claim 1, wherein determining the level of importance of the event comprises taking into account a limitation on a way of contacting at least one person arising from where said at least one person is currently located.
7. (Previously Presented) The method of claim 1, wherein determining the level of importance of the event comprises referring to information concerning the user's preferences to determine if the user would prefer that action be taken on behalf of the user to respond to

the event without contacting any person and to determine the price limitation for any action taken on behalf of the user.

8. (Previously Presented) The method of claim 1, wherein determining the level of importance of the event comprises taking into account whether or not an earlier attempt was made to contact at least one person.

9. (Previously Presented) The method of claim 1, wherein determining the level of importance of the event comprises referring to information concerning rules specified by the user concerning circumstances in which the user will not permit action to be taken without at least one person being contacted.

10. (Previously Presented) The method of claim 9, wherein referring to rules specified by the user further comprises referring to information concerning exceptions to those rules.

11. (Previously Presented) A computer readable medium comprising instructions, which when executed by a processor, causes the processor to:

receive by an event detector of a digital assistant information of an event from an information provider;

determine by the event detector a level of importance of the event relative to a user of the digital assistant;

weigh by an agent selector of the digital assistant the level of importance of contacting the user of the digital assistant against an intrusion to the user if the digital assistant handles the event itself, wherein the level of importance of the event and the intrusion to the user is determined by rules specified by the user;

handle by the digital assistant the event without contacting the user if the level of importance of the event is greater than or equal to a first threshold and less than or equal to a second threshold, wherein to handle the event includes the digital assistant using profile information of the user of the digital assistant, rules set by the user, technological obstacles, geographical obstacles, and any other previously attempted contacts to determine whether to contact someone associated with the event and who to contact associated with the event, in order to resolve the event;

search, by the agent selector, of the user preferences in profile information, calculating geographic coverage and network limitations for determining a preferred mechanism to contact the user in order for the user to resolve the event if the level of importance is greater than the second threshold; and

contact, by the digital assistant, the user.

12. (Previously Presented) The computer readable medium of claim 11, wherein determining the level of importance of the event comprises comparing the subject of the event to a list of subjects of interest to the user.

13. (Previously Presented) The computer readable medium of claim 11, wherein determining the level of importance of the event comprises referring to information concerning the timing of activities in which at least one person is engaged or will be engaged provided by a calendar.

14. (Previously Presented) The computer readable medium of claim 11, wherein determining the level of importance of the event comprises referring to information

concerning the location of activities in which at least one person is engaged or will be engaged provided by a calendar.

15. (Previously Presented) The computer readable medium of claim 11, wherein determining the level of importance of the event comprises referring to information concerning the location of activities in which at least one person is engaged or will be engaged provided by a device carried by said at least one person supplying information concerning said at least one person's current whereabouts.

16. (Previously Presented) The computer readable medium of claim 11, wherein determining the level of importance of the event comprises taking into account a limitation on a way of contacting at least one person arising from where said at least one person is currently located.

17. (Previously Presented) The computer readable medium of claim 11, wherein determining the level of importance of the event comprises referring to information concerning the user's preferences to determine if the user would prefer that action be taken on behalf of the user to respond to the event without contacting at least one person and to determine the price limitation for any action taken on behalf of the user.

18. (Previously Presented) The computer readable medium of claim 11, wherein determining the level of importance of the event comprises taking into account whether or not an earlier attempt was made to contact at least one person.

19. (Previously Presented) The computer readable medium of claim 11, wherein determining the level of importance of the event comprises referring to information

concerning rules specified by the user concerning circumstances in which the user will not permit action to be taken without at least one person being contacted.

20. (Previously Presented) The computer readable medium of claim 19, wherein referring to rules specified by the user further comprises referring to information concerning exceptions to those rules.

21. (Previously Presented) A method, comprising:

providing a digital assistant having an event detector and an agent selector, the event selector having access to an information provider such that the event detector is able to receive information from the information provider;

receiving by the event detector information from the information provider concerning a previous attempt to contact at least one person concerning an event;

determining by the event detector a level of importance of the event to a user of the digital assistant;

weighing by the agent selector the level of importance of contacting the user of the digital assistant against an intrusion to the user if the digital assistant handles the event itself, wherein the level of importance of the event and the intrusion to the user is determined by rules specified by the user;

handling by the digital assistant the event without contacting the user and without making a subsequent attempt to contact any person if the level of importance of the event is greater than or equal to a first threshold and less than or equal to a second threshold, the handling including the digital assistant using profile information of the user of the digital assistant, rules set by the user, technological obstacles, geographical obstacles, and any other

previously attempted contacts to determine whether to contact someone associated with the event and who to contact associated with the event, in order to resolve the event;

the agent selector searching the user preferences in profile information, calculating geographic coverage and network limitations for determining a preferred mechanism to contact the user in order for the user to resolve the event if the level of importance is greater than the second threshold; and

contacting, by the digital assistant, the user.

22. (Previously Presented) The method of claim 21, wherein determining the level of importance of the event comprises evaluating the effect of the passage of time since a previous attempt to contact at least one person was made on the level of importance of the event.

23. (Previously Presented) The method of claim 21, wherein determining the level of importance of the event comprises referring to information concerning the timing of activities in which at least one person is engaged or will be engaged provided by a calendar.

24. (Previously Presented) The method of claim 21, wherein determining the level of importance of the event comprises referring to information concerning the location of activities in which at least one person is engaged or will be engaged provided by a calendar.

25. (Previously Presented) The method of claim 21, wherein determining the level of importance of the event comprises referring to information concerning the location of activities in which at least one person is engaged or will be engaged provided by a device carried by said at least one person supplying information concerning said at least one person's current whereabouts.

Docket No. 42P9765X
Application No. 09/895,557

-8-

26. (Previously Presented) The method of claim 21, wherein determining the level of importance of the event comprises referring to information concerning the user's preferences to determine if the user would prefer that action be taken on behalf of the user to respond to the event without contacting at least one person and to determine the price limitation for any action taken on behalf of the user.

27. (Previously Presented) A computer readable medium comprising instructions, which when executed by a processor, causes the processor to:

receive by an event detector of a digital assistant information concerning a previous attempt to contact at least one person concerning an event;

determine by the event detector a level of importance of the event to a user of the digital assistant;

weigh by an agent selector of the digital assistant the level of importance of contacting the user of the digital assistant against an intrusion to the user if the digital assistant handles the event itself, wherein the level of importance of the event and the intrusion to the user is determined by rules specified by the user;

handle by the digital assistant the event without contacting the user and without making a subsequent attempt to contact any person if the level of importance of the event is greater than or equal to a first threshold and less than or equal to a second threshold, wherein to handle the event includes the digital assistant using profile information of the user of the digital assistant, rules set by the user, technological obstacles, geographical obstacles, and any other previously attempted contacts to determine whether to contact someone associated with the event and who to contact associated with the event, in order to resolve the event;

search, by the agent selector, of the user preferences in profile information,
calculating geographic coverage and network limitations for determining a preferred
mechanism to contact the user in order for the user to resolve the event if the level of
importance is greater than the second threshold; and

contacting, by the digital assistant, the user.

28. (Previously Presented) The computer readable medium of claim 27, wherein
determining the level of importance of the event comprises evaluating the effect of the
passage of time since a previous attempt to contact at least one person was made on the level
of importance of the event.

29. (Previously Presented) The computer readable medium of claim 27, wherein
determining the level of importance of the event comprises referring to information
concerning activities in which at least one person is engaged or will be engaged.

30. (Previously Presented) The computer readable medium of claim 27, wherein
determining the level of importance of the event comprises referring to information
concerning the user's preferences to determine if the user would prefer that action be taken
on behalf of the user to respond to the event without contacting at least one person and to
determine the price limitation for any action taken on behalf of the user.

31. (Previously Presented) A digital assistant programmed by a user with information
concerning the user's activities, and configured by the user to:

receive by an event detector of a digital assistant information of an event from an
information provider;

determine by the event detector a level of importance of the event relative to the user;

Docket No. 42P9765X

Application No. 09/895,557

-10-

weigh by an agent selector of the digital assistant the level of importance of contacting the user of the digital assistant against an intrusion to the user if the digital assistant handles the event itself, wherein the level of importance of the event and the intrusion to the user is determined by rules specified by the user;

handle by the digital assistant the event without contacting the user if the level of importance of the event is greater than or equal to a first threshold and less than or equal to a second threshold, wherein to handle the event includes the digital assistant using profile information of the user of the digital assistant, rules set by the user, technological obstacles, geographical obstacles, and any other previously attempted contacts to determine whether to contact someone associated with the event and who to contact associated with the event, in order to resolve the event;

search, by the agent selector, of the user preferences in profile information, calculating geographic coverage and network limitations for determining a preferred mechanism to contact the user in order for the user to resolve the event if the level of importance is greater than the second threshold; and

contacting, by the digital assistant, the user.

32. (Previously Presented) The digital assistant of claim 31 further programmed by the user with the first and second thresholds.

33. (Previously Presented) The digital assistant of claim 31 further programmed by the user with rules indicating when action should always be taken without making an attempt to contact at least one person.

34.-35. (Cancelled)

Docket No. 42P9765X
Application No. 09/895,557

-11-

36. (Previously Presented) The method of claim 21, further comprising determining whether or not an opportunity to take any action remains.

37. (Previously Presented) The method of claim 21, further comprising:
ceasing to take action if the level of importance of the event is determined by the digital assistant to be below the first predetermined threshold; and
logging an instance of a lack of resolution in response to the event if it is determined that no further action is possible.

38. (Previously Presented) The computer readable medium of claim 27, wherein the processor is further caused to determine whether or not an opportunity to take any action remains.

39. (Previously Presented) The computer readable medium of claim 27, wherein the processor is further caused to:
cease to take action if the level of importance of the event is determined by the digital assistant to be below the first predetermined threshold; and
log an instance of a lack of resolution in response to the event if it is determined that no further action is possible.